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ABSTRACT

This study guide, one of eight individualized units developed for students enrolled in cooperative part-time training and employed in a cafeteria, is composed of information about one specific occupation; this unit focuses on duties of the cashier. Materials provided in this guide for coordinator use include a student progress chart; a job description; a unit objective and specific objectives; suggested teaching procedures with student activities and alternatives that the coordinator may use in dealing with various types of disadvantaged students; answers to assignment sheets; answers to the unit test; seven information sheets and 15 assignment sheets suitable for reproduction; and the unit test. Topics covered in this unit are (1) cashier terms and definitions, (2) personality for job success, (3) receiving payments and giving change, (4) guarding against theft, (5) responsibilities, (6) the cash register, and (7) dealing with the customer. (YLB)

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CAFETERIA OCCUPATIONS

CASHIER

DOT NO. 211.462-010

Coordinator's Guide

MATERIALS DEVELOPED AND DISTRIBUTED BY
Occupational Curriculum Laboratory
Secondary and Higher Education
East Texas State University
Commerce, Texas

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FIRST EDITION

1979

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CASHIER--STUDENT MANUAL

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Progress Chart for

CASHIER

D.O.T. #211.462-010

Name _____

School _____

Date Completed

INFORMATION SHEET 1	CASHIER TERMS AND DEFINITIONS	
ASSIGNMENT SHEET 1	IDENTIFYING CASHIER TERMINOLOGY	
Test	Part 1	
OBJECTIVE	Match the terms associated with the job of cashier to the correct definitions.	
INFORMATION SHEET 2	PERSONALITY FOR JOB SUCCESS	
ASSIGNMENT SHEET 2	IDENTIFYING GOOD JOB ATTITUDES	
Test	Part 2	
OBJECTIVE	Point out the correct ways to display proper work attitudes and appearance.	
INFORMATION SHEET 3	RECEIVING PAYMENTS AND GIVING CHANGE	
ASSIGNMENT SHEET 3	COUNTING CHANGE	
ASSIGNMENT SHEET 4	ROLE-PLAYING CHANGE MAKING	
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ASSIGNMENT SHEET 6	CHECKS AND TRAVELER'S CHECKS	
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Test	Part 3	
OBJECTIVE	Select the proper sequence for receiving payments and making change, and point out the correct procedures for handling credit cards and various types of checks.	

INFORMATION SHEET 4	GUARDING AGAINST THEFT	
ASSIGNMENT SHEET 8	DEALING WITH COUNTERFEIT BILLS, SHORTCHANGE ARTISTS, MONEY MANIPULATORS, AND ROBBERS.	
Test	Part 4	
OBJECTIVE	Explain how a cashier recognizes and deals with various methods of dishonest money practices.	
INFORMATION SHEET 5	RESPONSIBILITIES	
ASSIGNMENT SHEET 9	OPENING AND CLOSING DUTIES	
Test	Part 5	
OBJECTIVE	Point out the duties and responsibilities of a cashier.	
INFORMATION SHEET 6	THE CASH REGISTER	
ASSIGNMENT SHEET 10	ARRANGING THE CASH DRAWER	
ASSIGNMENT SHEET 11	IDENTIFYING THE PARTS OF A CASH REGISTER	
ASSIGNMENT SHEET 12	OPERATION OF THE CASH REGISTER	
ASSIGNMENT SHEET 13	BALANCING THE CASH REGISTER	
Test	Part 6	
OBJECTIVE	Explain the operation and use of the cash register.	
INFORMATION SHEET 7	DEALING WITH THE CUSTOMER	
ASSIGNMENT SHEET 14	USING THE TELEPHONE CORRECTLY	
ASSIGNMENT SHEET 15	HANDLING COMPLAINTS	
Test	Part 7	
OBJECTIVE	Explain how to deal with customers.	

This student has completed the indicated training under my supervision.

_____
Instructor

FOREWORD

This study guide is one of eight individualized units developed for students enrolled in Cooperative Part-time Training and employed in a cafeteria. Each self-paced unit is composed of information about one specific occupation. The study material is designed to provide the student with general information for immediate assistance on the job, and specific information which will relate to later on-the-job work experiences.

Even though these study guides are individualized, the coordinator should closely supervise each student's studies. To allow the coordinator to better direct the learning activities, both coordinator guides and student manuals are available.

The coordinator's guide provides additional information and suggested activities that will assist in helping the student. Also included are suggested alternatives that the coordinator may use in dealing with various types of students, including the slow-learner, slow-reader, and any other typical disadvantaged student. Other information sheets and assignments may be added to the study guide if requested by the employer.

The student manual should be used by the student in completing the assignments, and also as a reference throughout the job training period. This manual gives directions for both written assignments and individual involvement activities. The pen and paper assignments should be handed in to the coordinator, and the individual involvement activities should be performed in class under the coordinator's supervision. Answer sheets are provided for the assignment sheets and tests; however, students should also be graded

on individual participation. Both tests and assignments should be graded and returned to the students to keep as reference in their notebooks.

A coordinator may have a student complete a related study guide in instances where a business requires the student to perform responsibilities of two or more job titles within Cafeteria Occupations. If a student easily accomplishes all the assignments and studies in one guide, the student might be required to study all available study guides for Food Service Occupations, thus preparing the student for occupational advancement or entrance into the free enterprise system.

The coordinator also is encouraged to read the sheets titled Suggested Teaching Procedures, found in the front of each coordinator's guide, for suggestions on additional activities as well as the explanation of students' assignments. Although student manuals may be purchased individually, the coordinator may reproduce copies of the information, assignment, or test sheets for other students in the class.

For information on other study guides available, contact the Occupational Curriculum Laboratory, East Texas State University, Commerce, Texas, 75428

ACKNOWLEDGMENTS

Appreciation is expressed to those whose expertise made possible the development of the Food Service study guides. Many coordinators across the state have contributed their time in providing information and activities for the initial development of these publications that will be made available to other Cooperative Part-time Training programs across the state.

Special thanks are extended to those instructors who field-tested the first study guides developed and provided periodic evaluations and comments to be used in revision and further development.

Appreciation also is given the numerous businesses that allowed our writers to collect information for these publications. The following is a partial listing of those cooperating with the project.

All Sports Inn	Mr. Quick
Charcoal Broiler	Picadilly Cafeteria
Dairy Queen	Pizza Inn
Ken's Pizza	Sonic Drive Inn
Long John Silver's	Wyatt's Cafeteria

Special thanks are extended to the Instructional Materials Centers at Texas Tech University in Lubbock and the University of Texas at Austin for their contributions.

CASHIER

DOT NO. 211.462-010

Job Description

The cashier will receive cash from customers or employees in payment for goods or services and records amounts received:

1. Recomputes or computes bill, itemized lists, and tickets showing amount due, using adding machine or cash register
2. Makes change, cashes checks, and issues receipts or tickets to customers
3. Records amounts received and prepares reports of transactions
4. Reads and records totals shown on cash register tape and verifies against cash on hand
5. Required to know value and features of items for which money is received
6. Gives cash refunds or issues credit memorandums to customers for returned merchandise
7. Operates ticket-dispensing machine
8. Sells candy, cigarettes, gum, and gift certificates, and issues trading stamps
9. Usually employed in restaurants, cafeterias, theatres, retail stores, and other establishments

Alternate Titles	Undefined Related Titles
Cash clerk	Cafeteria cashier
Cashier, general	Cashier, parking lot
Cashier, office	Dining-room cashier
Ticket clerk	Service-bar cashier
	Store cashier
	Cashier, credit
	Cashier, payments received
	Floor cashier
	Change-booth cashier

UNIT IV-B

CASHIER

UNIT OBJECTIVE

After completion of this unit, the student will be able to use the correct cashier terminology in performing the procedures and responsibilities required of a cashier in a commercial restaurant. This knowledge will be evidenced through demonstration and by satisfactorily completing a unit test.

SPECIFIC OBJECTIVES

After completion of this unit, the student will be able to:

1. Match the terms associated with the job of cashier to the correct definitions.
2. Point out the correct ways to display proper work attitudes and appearance.
3. Select the proper sequence for receiving payments and making change, and point out the correct procedures for handling credit cards and various types of checks.
4. Explain how a cashier recognizes and deals with various methods of dishonest money practices.
5. Point out the duties and responsibilities of a cashier.
6. Explain the operation and use of the cash register.
7. Explain how to deal with customers.

UNIT IV-B

CASHIER

SUGGESTED TEACHING PROCEDURES
FOR THE COORDINATOR

I. Objective Sheet

A. Discuss each specific objective with the student

B. Explain the relationship of each to the training station

C. Re-number the objectives in the most logical sequence to be accomplished

D. Add additional objectives necessary for the training station.

II. Information and Assignment Sheets

A. Information Sheet #1--Cashier Terms and Definitions

1. This information can be used as a glossary of terms

2. Use Assignment Sheet #1--Identifying Casnier Terminology--to reinforce this area of information

a. Have students use Information Sheet #1 or one of the reference book's glossaries to complete the assignment sheet

b. Have students make similar word puzzles using other terms encountered by a cashier

B. Information Sheet #2--Personality for Job Success

1. Use Assignment Sheet #2--Identifying Good Job Attitudes--to reinforce this information area

a. Have a personnel manager speak to the class concerning attitudes

b. Have student interview personal manager or personnel counselor concerning attitudes on the job

c. Design attitude-building assignments of role-playing situations

2. Have students report to the class on how good personalities help them on their training station

C. Information Sheet #3--Receiving Payments and Giving Change

1. Use the following assignment sheets to reinforce this information area:

a. Assignment Sheet #3--Counting Change

(1) Have play money available for students to use during this assignment
(NOTE: This will help students who have difficulty in visualizing different amounts.)

(2) Have students make up problems to exchange in class

b. Assignment Sheet #4--Role-Playing Change Making

(1) Have play money available for students to use for making change

(2) Have class critique each situation

c. Assignment Sheet #5--Handling Credit Cards

(1) This assignment covers the use of a credit card

(2) Have various types of credit cards available for observation

(3) Have students process a charge slip if a credit card machine is available

d. Assignment Sheet #6--Checks and Traveler's Checks

(1) Have students discuss errors found on sample checks

(2) Have students discuss any situations they have encountered

e. Assignment Sheet #7--The Training Station's Policy on Checks

(1) Have students list other rules concerning accepting and cashing checks

(2) Organize an information sheet for future use, with the policies provided by the students

D. Information Sheet #4--Guarding Against Theft

1. Use Assignment Sheet #8--Dealing With Counterfeit Bills, Shortchange Artist, Money Manipulators, and Robbers--to reinforce this information area

a. Have students relate situations they have encountered or heard

b. Have students discuss how to handle these situations

2. Have students relate personal experiences to the class

E. Information Sheet #5--Responsibilities

1. Use Assignment Sheet #9--Opening and Closing Duties--to reinforce this information area

a. Have students list other duties not covered in this unit

b. Organize the student's list for future use as an information sheet

2. Have students list other duties not covered on the information sheet and compare these with other students in the same occupation

F. Information Sheet #6--The Cash Register

1. Use the following assignment sheets to reinforce this information area:

a. Assignment Sheet #10--Arranging the Cash Drawer

(1) Have students arrange play money in a cash register or mock-up

(2) Have student draw and arrange any other cash drawer encountered denominations

b. Assignment Sheet #11--Identifying the Parts of a Cash Register

(1) Have student point out the parts of a cash register in class

(2) Have student draw or cutout pictures of other types of cash registers and label the parts

c. Assignment Sheet #12--Operation of the Cash Register

(1) Have student explain the operation of the cash register in class

(2) Secure a change maker and have student explain operation

(3) Acquaint student with the loading procedures of the register tape

(4) Have students prepare explanations of loading procedures for the cash register on their training station

d. Assignment Sheet #13--Balancing the Cash Register

(1) Have students bring a balance sheet from their training station

(2) Have student prepare balance sheet for several situations

G. Information Sheet #7--Dealing With Customers

1. Use the following assignment sheets to reinforce this information area:

a. Assignment Sheet #14--Using the Telephone Correctly

(1) Have class participate in the checking and discussion of role-playing situations

(2) Have suggestions from the class of possible situations which might be encountered

b. Assignment Sheet #15--Handling Complaints

(1) Have students relate personal situations for class discussion

(2) Have class register complaints to the cashier-student

III. Answers to Assignment Sheets

A. Some assignment sheet answers will vary according to the training station and should be graded individually

B. Some assignment sheets will not have a specific answer but will depend upon student participation

VI. Unit Test

A. The unit test is divided into seven parts

1. Each part covers one information sheet

2. Each part uses various methods of testing

B. Various approaches may be used in testing

1. Give each part of the test after the student has completed one information area or sheet

2. Give the entire unit test upon completion of the study guide and assignments

3. Give one or several of the parts of the test as an additional assignment ot to reinforce problem areas of learning

C. Add test parts corresponding to any information areas or sheets added to the study guide

V. Answers to Unit Test

A. Answers are based upon total information covered in the unit.

B. For convenience of grading, make corresponding answer sheets for additional test parts added

VI. References

A. Oklahoma Distributive Education--DE II Course of Study. Stillwater, Oklahoma: Oklahoma State Department of Education, 1974.

B. Edison, Judith E., and Kenneth E. Mills. Checker-Cashier. Dallas: Southwestern Publishing Company, 1976.

C. Money Safeguarding Procedures. Dayton, Ohio: National Cash Register, n.d.

UNIT IV-B

CASHIER

ANSWERS TO ASSIGNMENT SHEETS

Assignment Sheet #1

Across	Down
2. Personal check	1. Detail tape
4. Void key	3. Shortchange artist
6. Transaction	5. Denomination
8. Counterfeit bill	7. Automatic
9. Alert	10. Efficiency
11. Accurate	12. Poise
15. Management	13. Reproduction
17. Change maker	14. Credit card
18. Offensive	16. Serial number
19. Detecting	22. Asset
20. Legible	25. Change bank
21. Tactful	
23. No sale key	
24. Compute	

Assignment Sheet #2

A. 1. Because the cashier is the last person a customer sees and should give the customer a good lasting impression

2. Answer should include 5 of the following:

a. Be courteous

b. Be honest

c. Be tactful and thoughtful

d. Be pleasant

e. Be efficient

f. Thank the customer

g. Show pride in your work

3. Accuracy

4. Smile friendly and have a pleasant manner

5. Be friendly and courteous when giving explanation. If an error is made, apologize.

6. Ask in a proper manner if they enjoyed the meal

7. Good posture

8. a. Coughing or sneezing without a handkerchief or tissue

b. Combing, brushing, touching or twisting your hair

c. Chewing gum

d. Rubbing or scratching your face or head

9. a. Cleanliness and neatness

b. Well manicured hands

c. Avoid flashy clothes, jewelry, and nail polish

d. Have friendly smile and pleasant manner

e. Be alert

f. Use good posture

g. Show poise

h. Avoid offensive mannerisms

10. Because these call too much attention to oneself

B. 1. Evaluated to the satisfaction of the instructor

2. Evaluated to the satisfaction of the instructor

Assignment Sheet #3

1. A one dollar and a ten dollar bill

2. One nickel, one five dollar bill and two ten dollar bills

3. One dime, one fifty-cent piece, and two one dollar bills

4. Four pennies, one nickel, one fifty-cent piece, two one dollar bills, and one five dollar bill

5. One five dollar bill

6. Two dimes and two one dollar bills

7. Three pennies, one dime, one quarter, one fifty-cent piece, and one dollar bill

8. Two one dollar bills and one five dollar bill

9. Four pennies, one quarter, one fifty-cent piece, and one dollar bill

10. Three pennies, one nickel, one quarter, and one five dollar bill

Assignment Sheet #4

1. Eighteen thirty-one. Two, three, four, thirty-five, forty, fifty, nineteen dollars and twenty. Thank you.

2. Twenty-five dollars and sixteen cents out of forty dollars. Thirty-three, sixteen, seventeen, eighteen, nineteen, twenty, twenty-five, fifty, thirty-four dollars, thirty-five and five is forty dollars. Thank you.

Assignment Sheet #5

A. 1. Credit cards are more convenient than cash.
Credit cards can be used for most purchases.
Credit cards provide receipts for tax purposes.

2. VISA
American Express
Master Charge
Diner's Club
Carte Blanche

3. Student may list any credit card

B. Answer may be yes or no

C. Explanation should include the following steps:

1. Write the necessary information on the charge slip
2. Set the machine for the correct date
3. Place the credit card face up in the machine
4. Place the charge slip face up in the machine over the credit card
5. Move the handle across the machine and back to original position
6. Remove the charge slip and credit card from the machine
7. Have the customer sign the slip
8. Return the credit card and a copy of the slip

D. Evaluated to the satisfaction of the instructor

Assignment Sheet #6

A. 1. Check does not have name, address, phone number printed on check

2. Number (written over) has not been initialed by writer

3. Word fifty has not been initialed by writer

B. 1. Dated July 4, 1977 instead of June 4, 1978

2. Word amount is not the same as figure amount

3. Not signed by person whose name appears on check

C. 1. Figure not initialed

2. Mark-out not initialed

3. Not to be cashed if date is 30 days old

D. 1. Have customer sign check in the presence of the person cashing it

2. Compare the customer's signature with the signature on the front of the check

3. Have the customer sign the check again if it has already been endorsed

Assignment Sheet #7

Depends on training station's policies

Assignment Sheet #8

A. Four of the following:

1. Hairlines on the portrait blend into the background
2. Points around the seal may not be clear
3. Crisscross lines on the border may not be clear
4. Serial numbers out of line, poorly spaced, printed too light or too dark
5. Color of bill may be too light or too dark
6. May appear to be too clean and feel stiff

B.

$1	Washington
$2	Jefferson
$5	Lincoln
$10	Hamilton
$20	Jackson
$50	Grant

C. 1. Confusion
2. Distraction

D. 1. Ask customer to wait and then finish the present transaction to avoid being confused and distracted
2. Do not argue
3. Have customer's money in your hand before giving change
4. Always call out loud the denomination
5. Close drawer and contact the supervisor if total confusion occurs.

E. 1. Examine both sides of a bill

2. Look for markings

3. Casually or humorously let the customer know you know of the markings

4. Do not put money in the cash drawer until the customer has indicated they received the correct change

5. Place marked bills under cash register tray

F. 1. Do what the robber says without arguing

2. Remember the robber's description

Assignment Sheet #9

A. 1. F, This is the cashier's duty

2. T

3. F, Arrive in time to avoid being rushed at the start of the day

4. F, Count money in private

5. F, Put money in a safe place or give it to the manager

6. T

7. T

8. F, It could be if it is the restaurant's policy

B. 1. Sell available items at the display counter

2. Keep the counter stocked

3. Keep the counter clean and neatly arranged

4. Answer phone

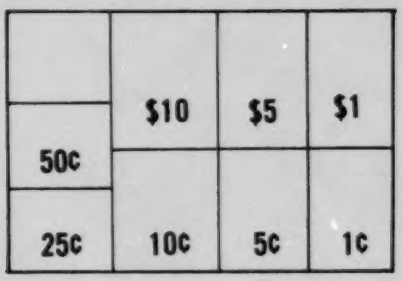
5. Know price of all items on display counter

6. Handle complaints

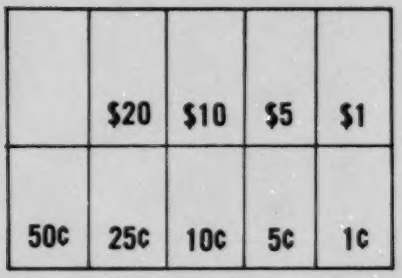
7. Assist with payroll

Assignment Sheet #10

A.



B.



Assignment Sheet #11

A. Cash drawer

B. Detail or audit tape

C. Receipt

D. Display area

E. Control lock slide

F. Activity counter or money slab

G. Transaction indicators

H. Amount indicators

I. Key release lever

J. Lock

K. Operating bar

L. Special keys

Assignment Sheet #12

A. 1. management

2. expensive and delicate

3. numeral, lettered, special

4. detail

5. amount of purchase, change returned, and date

6. the cashier

7. one dollar

8. cashier

B. 1. The cashier could push the wrong keys and give incorrect change

2. face-up

3. face-up

Assignment Sheet #13

A. $137.53

B. $ 26.53

C. $111.00

D. $137.53

E. $137.53

F. $ 62.53

G. $ 62.53

H. $ 62.53

I. $137.53

Assignment Sheet #14 & #15

Evaluated to the satisfaction of the instructor

UNIT IV-B

CASHIER

ANSWERS TO TEST

Part 1

a. 4
b. 8
c. 21
d. 15
e. 13
f. 26
g. 18
h. 6
i. 16
j. 22
k. 25
l. 27
m. 28
n. 12
o. 24
p. 19
q. 23
r. 11
s. 5
t. 2
u. 10
v. 17
w. 7
x. 20
y. 9
z. 3
aa. 14
ab. 1

Part 2

1. a. True
   b. False
   c. True
   d. False
   e. False
   f. True
   g. True
2. a. neat
   b. hands
   c. flashy
   d. friendly

e. alert

f. good

g. apologize

h. avoided

Part 3

1. a. 6

b. 9

c. 1

d. 12

e. 2

f. 11

g. 3

h. 8

i. 4

j. 10

k. 5

l. 7

2. a. Answer should include two of the three

(1) More convenient than cash

(2) Can be used for most purchases including food

(3) Provides a receipt for tax purposes

b. (1) No (5) Yes

(2) Yes (6) Yes

(3) Yes (7) No

(4) No (8) Yes

c. 2
3

d. (1) 6

(2) 12

(3) 9

(4) 5

(5) 8

(6) 1

(7) 3

(8) 2

(9) 7

(10) 10

(11) 15

(12) 11

(13) 13

(14) 4

(15) 14

3. a.

d.

f.

i.

4. a.

b.

c.

Part 4

1. Explanation should include:

a. Hairlines on portraits may blend into the background

b. Points around the colored seal may not be clear and sharp

c. Crisscross lines on the border are often not clear and distinct

d. Serial numbers may be out of line, poorly spaced, or printed too light or dark

e. The color of the bill may be too light or dark

f. Comparison of an unusual bill to another bill of the same denomination

2. a. (1) Cheats the cashier by using confusion or distraction

(2) Interrupts the cashier while making change and asks for change in a different denomination

(3) Rushes the cashier and also may want to purchase something from the display counter

b. (1) Ask a customer to wait and then finish the transaction to avoid being confused and distracted

(2) Do not argue with the customers

(3) Have the customer's money in your hand before giving any change even if the customer asks for change several times

(4) Always call out loud the denomination of the bill the customer hands you

(5) Close the cash drawer and contact the supervisor if total confusion occurs

3. Through the use of split bills or marked bills. Explanation should include:

a. Examine both sides of a bill

b. Look for unusual markings

c. Casually or humorously let a person know when you find a marking on a bill

d. Do not place money in the cash drawer until the customer has indicated they received the correct change

e. Place any marked bill under the cash drawer tray

4. a. True
   b. False
   c. True
   d. True

Part 5

1. a.
   d.
   e.

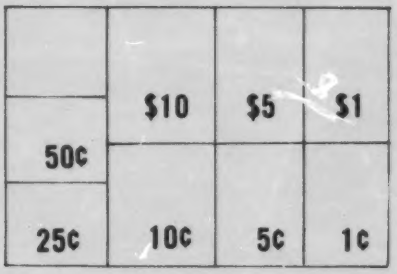
2. a.
   c.
   d.
   f.
   g.

3. b.
   c.
   d.
   g.
   h.
   i.

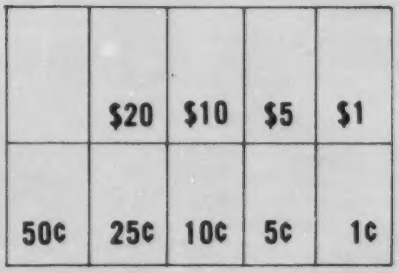
Part 6

1. a. manager
   b. expensive
   c. numerical, lettered, special
   d. audit tape
   e. minus
   f. date
   g. automatic change maker
   h. cashiers
   i. in the drawer

2. a.



b.



3. a. Transaction indication
   b. Amount indication
   c. Key release lever
   d. Operating bar
   e. Special keys
   f. Lettered keys
   g. Numerical keys
   h. Money slab or activity counter
   i. Cash drawer
   j. Detail or audit tape
   k. Lock key

Part 7

1. a. no
   b. yes
   c. no
   d. yes
   e. no
   f. no
   g. yes

2. a. Answer promptly when the phone rings
   b. Identify the restaurant and yourself
   c. Handle calls correctly

3. b.
   d.

UNIT IV-B

CASHIER

INFORMATION SHEET #1--CASHIER TERMS AND DEFINITIONS

A. Tactful--Being thoughtful and courteous of others feelings in handling various situations

B. Poise--Ability to handle situations easily and calmly

C. Efficiency--producing something without waste

D. Mannerisms--A peculiar and often bothersome characteristic or action of a person which is usually done unknowingly

E. Alert--Being careful and watchful

F. Management--People that control and give directions at a training station

G. Asset--A help or advantage

H. Accurate--Correct

I. Legible--Neat and readable

J. Compute--Figure a check or amount

K. Transaction--A business deal in which satisfactory exchanges are made

L. Automatic--The ability of a machine to operate or perform a certain function on its own

M. Change maker--Makes change automatically when the proper keys are pushed

N. Denomination--Value or size of a piece of money

O. Personal checks--Checks given by the customer to pay for service

P. Serial number--Numbers on bills which identify them

Q. Change bank--Amount of money put in the cash register at the start of the day or shift

R. Detail tape--A cash register record of transactions, number of customers, and date

S. Void key--The part of a cash register which allows the cashier to erase the amount shown on a register when an error has been made

T. No-sale key--The part on the register used to open the cash drawer without adding or taking away from the amount in the cash drawer

U. Credit card--A card allowing a customer to charge or delay payment on purchases made

V. Reproduction--A copy of the original

W. Artist--A person who is a master of a particular skill

X. Manipulate--To handle by an artful or unfair method for self-benefit

Y. Counterfeit bill--Money made by an individual but not approved by the U.S. government

Z. Detect--To discover or find out about something

AA. Shortchange artist--A person who is an expert in cheating the cashier by confusion and distraction

AB. Proving--To check for correctness of amounts of money

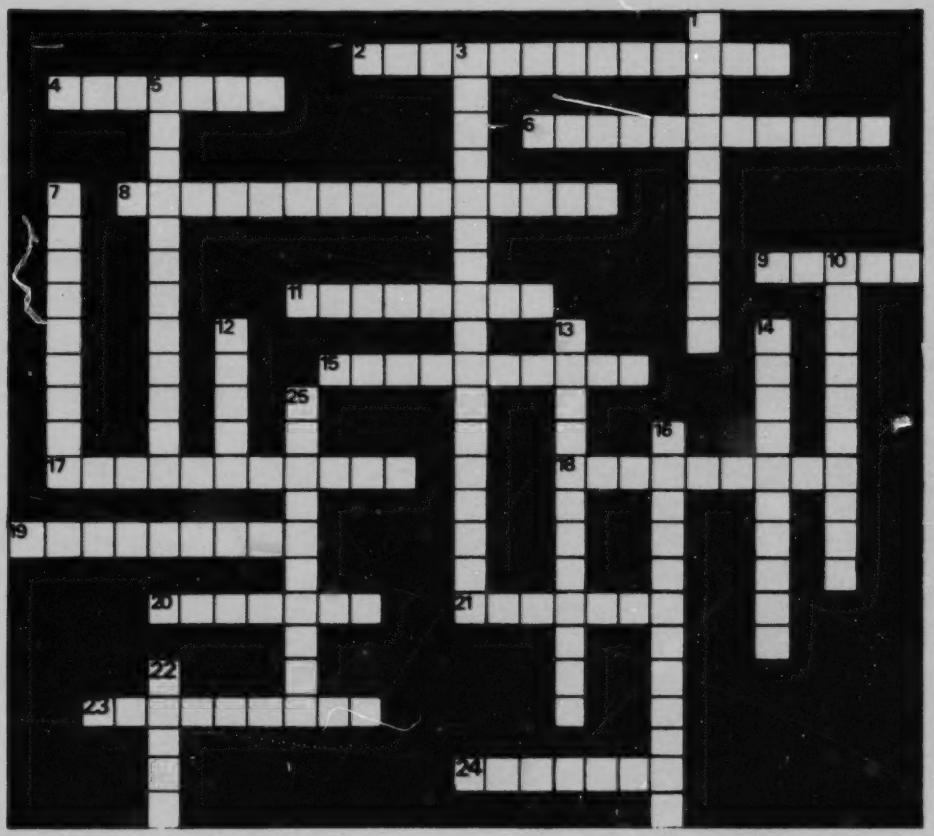
AC. Offensive--When something is displeasing to someone
Example: An odor or a comment may be offensive.

UNIT IV-B

CASHIER

ASSIGNMENT SHEET #1--IDENTIFYING CASHIER TERMINOLOGY

Directions: Fill in the crossword puzzle with the correct terms for each definition given.



ACROSS

2. A check given by a customer to pay for service (2 words)
4. Key used on a register to change the amount shown on the register when an error has been made (2 words)
6. A business deal in which satisfactory exchanges are made
8. Money made by an individual but not approved by the U.S. government (2 words)
9. Being careful and watchful
11. Correct
15. People who control and give directions at a training station
17. Makes change automatically when the correct keys are pushed (2 words)
18. When something is displeasing to someone
19. To discover or find out about something
20. Neat and readable
21. Being thoughtful and considerate of the feelings of others
23. The key on a cash register used to open the cash drawer without adding or taking away from the amount in the cash drawer (3 words)
24. Figure the check or amount owed

DOWN

1. A record of transactions, number of customers served, and date (2 words)
3. Person who is an expert in cheating a cashier by confusion and distraction (3 words)
5. Value or size of a piece of money
7. A machine that is self-operating
10. Productivity without waste
12. Ability to handle situations easily and calmly
13. A copy of the original
14. A card allowing a customer to charge or delay payment on purchases made (2 words)
16. Numbers on bills for identification (2 words)
22. A help or advantage
25. Amount of money placed in the cash register at the end of the day

UNIT IV-B

CASHIER

INFORMATION SHEET #2--PERSONALITY FOR JOB SUCCESS

I. Ways of displaying proper work attitudes

(Note: Since the cashier is the last person the customer sees before leaving the restaurant, it will be most beneficial to the restaurant if the cashier leaves a good lasting impression by being pleasant and efficient.)

A. Be courteous and considerate in order to get along successfully with customers

B. Show honesty in dealing with the customer and employers

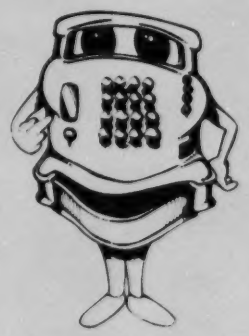
C. Learn to be tactful and thoughtful when speaking to customers

D. Be pleasant at all times, even when the customer in unpleasant

E. Learn to mix speed and accuracy

F. Thank the customer and ask in a pleasant manner if they were satisfied with the meal

G. Show pride in your job



II. Making your appearance fit your job

(Note: Your appearance is equally as important as your attitude in leaving a good impression with the customer.)

A. Be clean and neat

B. Manicure your nails

C. Avoid flashy clothing, jewelry, or nail polish

(Note: These items call too much attention to oneself.)

D. Have a friendly smile and a pleasant manner to help make the customer feel relaxed

E. Be alert at all times because you can always be seen by the customer

F. Use good posture instead of looking tired and droopy

G. Show poise

1. If a customer questions the amount of change given, be friendly and courteous when giving an explanation

2. If an error is made, apologize!

H. Avoid offensive mannerisms such as:

1. Coughing or sneezing without a handkerchief or tissue

2. Combing, brushing, touching, or twisting your hair

3. Chewing gum

4. Rubbing or scratching your face or head

UNIT IV-B

CASHIER

ASSIGNMENT SHEET #2--IDENTIFYING
GOOD JOB ATTITUDES

Directions: Write a short answer to each of the questions in the space provided.

A. 1. Why should the cashier pay careful attention to attitude?

2. List 5 ways by which a cashier can show a good attitude on the job.

3. To become efficient, a cashier will need both speed and _____.

4. What should a cashier do that will help customers feel relaxed and comfortable?

5. What should a cashier do if a customer questions the amount of check or change?

6. As a cashier, one should tell the customer thank you and _____

7. How can a cashier avoid looking tired and droopy?

8. List 4 offensive mannerisms a cashier should avoid.

9. List 5 ways to maintain good grooming and appearance standards

10. Why should a cashier avoid flashy clothes, jewelry, and nail polish?

B. 1. What instructions has your employer given you about your appearance?

2. Has your employer mentioned attitude? If so, what suggestions have been made?

UNIT IV-B

CASHIER

INFORMATION SHEET #3--RECEIVING PAYMENTS
AND GIVING CHANGE

I. Making change

A. Give the customer an appropriate greeting

B. Look over the restaurant check for errors

C. Look at the customer and state the amount of the check and then the amount of money the customer has given the cashier

Example: "That will be fifteen dollars and forty-eight cents out of twenty dollars."

B	3.50	MEAT
B	3.50	MEAT
B	1.25	SALD
B	1.25	SALD
B	.40	VEGT
B	.40	VEGT
B	.40	VEGT
A	.35	ROLL
A	.50	FRUT
A	.50	FRUT
C	.60	TEA
C	.60	TEA
C	.75	PIE
C	.75	PIE
	14.75	TOT
	.73	TAX
	15.48	SERV
	THANK YOU	

D. Place the restaurant check to one side of the cash drawer or on the money slab

E. Record the amount of the restaurant check on the cash register

F. Count out the correct change from the cash drawer into your own hands first

1. A cashier should be able to figure the amount of change without using a pencil and paper, if there is not a change maker

2. One method of making change is by starting with the amount of the bill and counting up until you reach the amount the customer gave you

G. Count change back to the customer, <u>out</u> <u>loud</u>, beginning with the amount of the bill

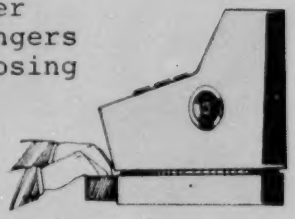
Example: That will be two thirty-five out of five. Two thirty five, two forty, two fifty, two seventy-five, three dollars, four dollars, and five. Thank you.

H. Hand bills to the customer face up

I. Thank the customer

J. Place the money the customer gave you in the cash drawer

K. Close the cash register drawer (Caution: Don't get your fingers caught in the drawer when closing it.)



L. File the customer's bill

M. Use the automatic change maker, if available

1. Press the keys for the correct change

2. Repeat the amount to the customer

3. Check the coin cup for the correct change by glancing into the cup

(Note: It is easy to press incorrect keys, so always double check the cup.)

4. Then count out the bills from the smallest to the largest

II. Handling credit cards

A. Reasons for using credit cards

1. More convenient than cash

2. Can be used for most purchases, including food in restaurants

3. Provide receipts for tax purposes

B. Commonly used credit cards

1. VISA

2. American Express

3. Master Charge

4. Diner's Club

5. Carte Blanche

C. Accepting credit cards

1. Not all places of business honor all credit cards

2. Usually, acceptable credit cards are displayed on the door of the restaurant or at the cash register

3. Find out from the manager which credit cards are acceptable

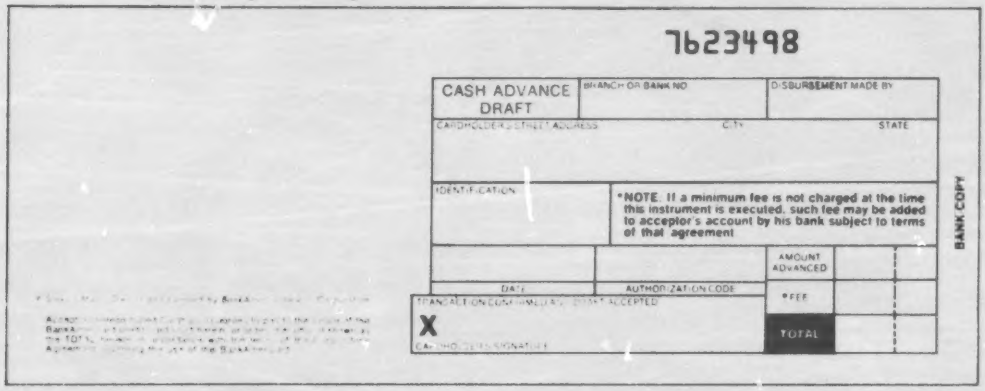
D. Processing a charge slip

1. Ask the customer if a credit card will be used to pay the bill

2. Determine if the credit card is one accepted by the restaurant

3. Obtain the card from the customer

4. Write the date of sale or set the machine so that it will print the correct date on the charge slip

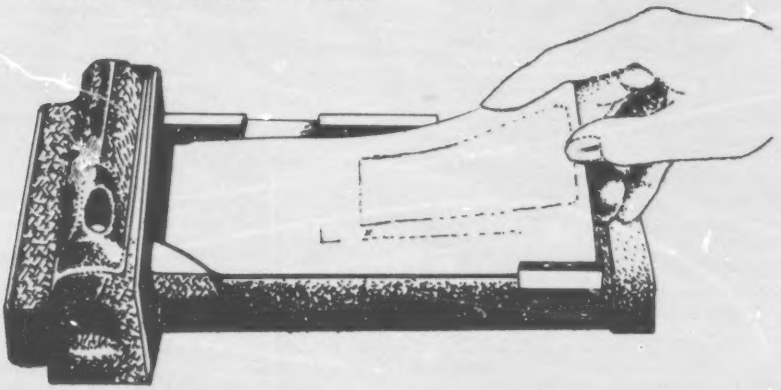


5. Write a description of the sale and the amount of each charge, including the sales tax and total, in the correct place on the form

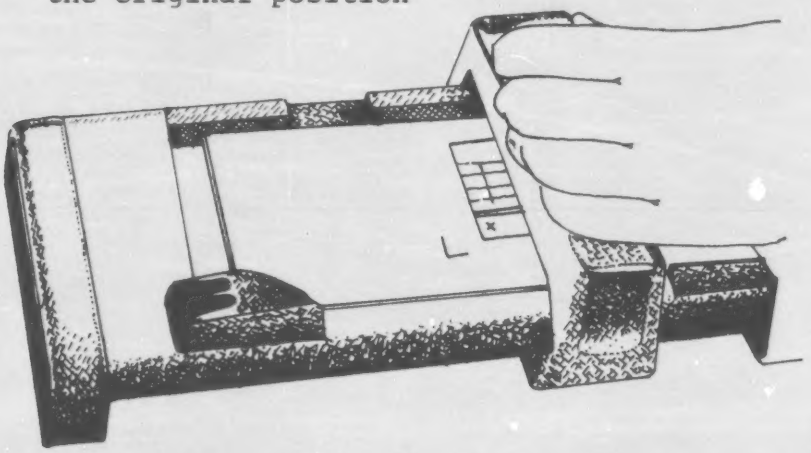
(Note: Be sure your handwriting is neat and readable.)

6. Place the customer's credit card face up in the machine

7. Place the charge slip face up in the machine over the credit card



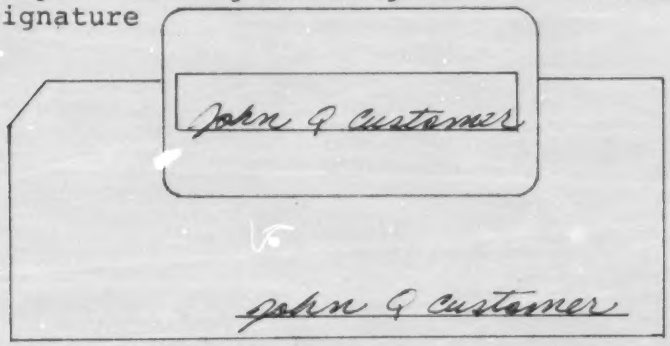
8. Move the handle across the machine and back to the original position



9. Remove the slip and card from the machine

10. Have the customer sign the slip

11. Compare the signature against the credit card signature



12. Return the credit card to the customer

13. Give the customer a copy of the charge slip

14. Place the original and other copies in the cash drawer or any special file

15. Thank the customer when the transaction is completed

III. Cashing checks

A. Be familiar with company policy

B. Checks should be written in ink

(Note: Do not accept checks written in pencil.)

C. Checks should be properly dated

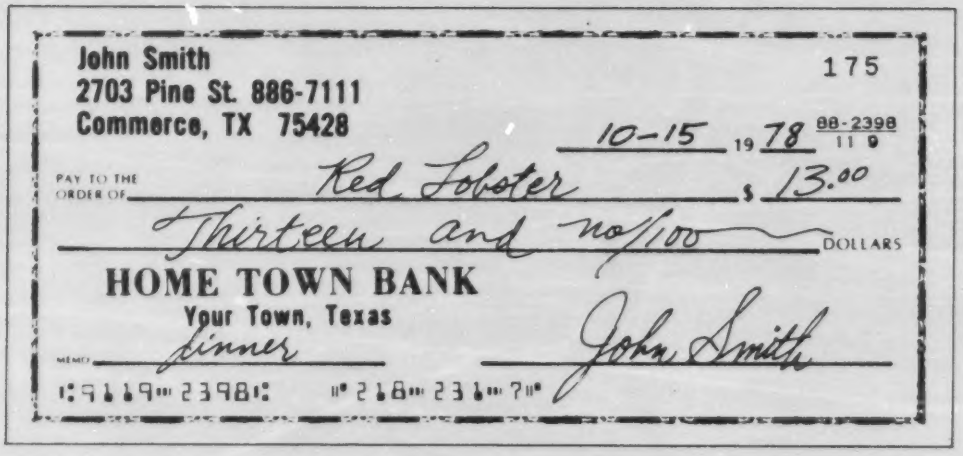
D. Address and phone number of person should appear on the check

E. The amount of the check should be clearly written in numbers and words

F. Have the customer initial any corrections that are made on the check

(Example on following page)

Example:



John Smith
2703 Pine St. 886-7111
Commerce, TX 75428

175

10-15 19 78 88-2398 / 11 9

PAY TO THE ORDER OF Red Lobster $ 13.00

Thirteen and no/100 DOLLARS

HOME TOWN BANK
Your Town, Texas

MEMO dinner

John Smith

⑈9119⑈2398⑆ ⑈218⑈231⑈7⑈

G. Follow the restaurant rules for getting checks approved

1. Limits on the amount

2. Out-of-town

3. Two-party

4. Company payroll

H. Ask for proper identification courteously

(Note: Some restaurants require more than one form of identification.)

I. Do not accept checks marked <u>For deposit only</u>

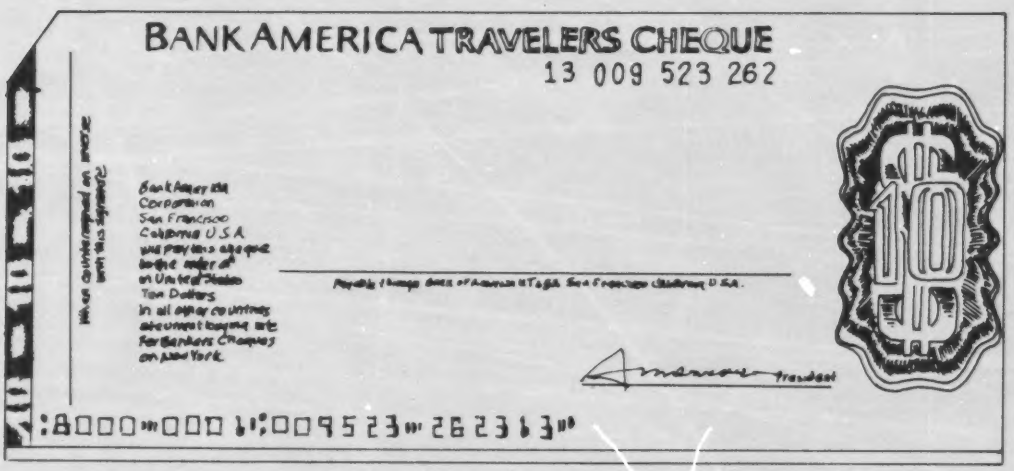
J. Do not accept a check without the account numbers on it or with altered account numbers

K. Do not accept checks with the company name typed rather than printed on the front

IV. Traveler's checks

A. Have the customer sign the check in your presence

B. Have the customer sign the check again if it has been signed without your seeing it



C. Compare the customer's signature with the signature made at the time the check was purchased at the bank

UNIT IV-B

CASHIER

ASSIGNMENT SHEET #3--COUNTING CHANGE

Directions: Use the fewest number of coins and bills to record the correct amount of change for each sale listed.

Example:

Sales No.	Amount of Sale	Amount Received	Coins					Bills		
			1¢	5¢	10¢	25¢	50¢	$1	$5	$10
A	$ 1.98	$ 5.00	2					3		

Sales	Amount of Sale	Amount Received	Coins					Bills		
			1¢	5¢	10¢	25¢	50¢	$1	$5	$10
1	$ 9.15	$20.15								
2	24.95	50.00								
3	12.40	15.00								
4	32.41	40.00								
5	15.25	20.25								
6	27.80	30.00								
7	8.12	10.00								
8	13.07	20.00								
9	18.21	20.00								
10	14.67	20.00								

UNIT IV-B

CASHIER

ASSIGNMENT SHEET #4--ROLE-PLAYING CHANGE MAKING

Directions: Use play money or monopoly money to act out each of the situations given below. Role-play any other situations with which you have had problems. Ask for class help in solutions.

Situation 1

Student is to take customer's check totaling $18.31. The customer gives the cashier a $20 bill. The cashier returns the correct change by following the proper procedures listed on Information Sheet #2.

Situation 2

Student is to take customer's check totaling $25.60. The customer gives the cashier a $50 bill. The cashier returns the correct change by following the proper procedure under service duties.

Situation 3

Student is to take customer's check totaling $32.90. The customer also requests the purchase of 2 candy mints at 5¢ each and a package of gum at 16¢. The customer gives the cashier $40. The cashier returns the correct change by following the proper procedure under service duties.

UNIT IV-B

CASHIER

ASSIGNMENT SHEET #5--HANDLING CREDIT CARDS

A. 1. Why do some customers prefer to use credit cards?

2. What are some commonly-used credit cards?

3. Which credit cards are honored at the restaurant where you work?

B. Do you prepare a charge slip at work according to the procedure listed on the information sheet? _____

C. Explain how to use the credit card stamping machine.

D. A customer wants to charge his $4.50 dinner (.23 sales tax). Prepare the sales slip below. Handwriting should be neat and legible.

5834601

SALES DRAFT | SOLD BY S.H. | IDENTIFICATION | TAX | SEND

1		Meal		4	50

7/9/10

SUB TOTAL

TAX .23

TOTAL 4 73

I PROMISE TO PAY THE TOTAL AMOUNT SHOWN DUE ON THIS INSTRUMENT IN ACCORDANCE WITH THE TERMS OF MY CURRENT VISA OR MASTERCHARGE AGREEMENT.

X Bill Jr Bass
CARDHOLDER'S SIGNATURE

CUSTOMER COPY

RETAIN THIS COPY FOR STATEMENT VERIFICATION

UNIT IV-B

CASHIER

ASSIGNMENT SHEET #6--CHECKS AND TRAVELER'S CHECKS

Directions: Look over each of the following checks. List the errors you would find if you had been given the checks on June 4, 1978.

A.

175

6/11 19 78 88-2398 / 11 9

PAY TO THE ORDER OF Abs Groceries $ 15 XX

Fifteen Dollars and no/xx — Dollars

HOME TOWN BANK
Your Town, Texas

MEMO groceries Craig Jones

⑆9119⑆2398⑆ ⑈218⑆236⑆7⑈

B.

George Jones
1707 W. Lovers 274-6738
Arlington, Tex. 76013

175

7/4 19 77 88-2398 / 11 9

PAY TO THE ORDER OF Penny's $ 85 14/XX

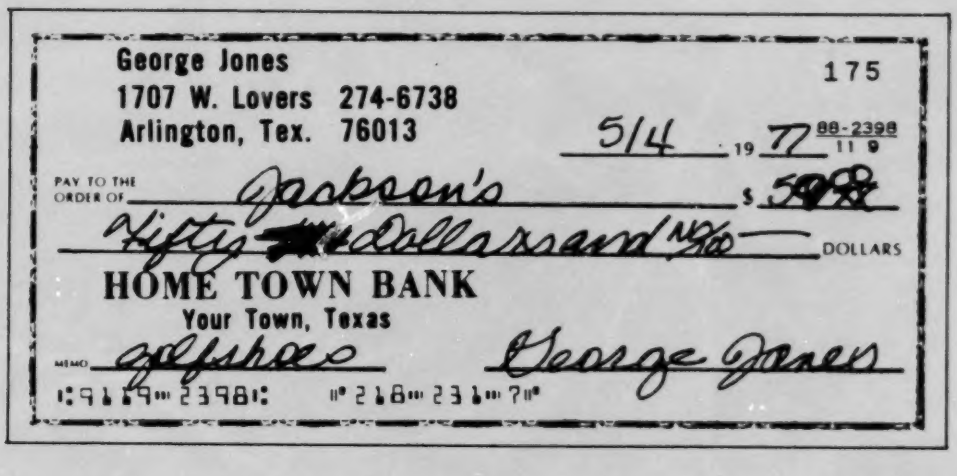
Twenty-five Dollars and 14/00 — DOLLARS

HOME TOWN BANK
Your Town, Texas

MEMO dress Myrtle Jones

⑆9119⑆2398⑆ ⑈218⑆236⑆7⑈

C.



George Jones
1707 W. Lovers 274-6738
Arlington, Tex. 76013

175

5/4 19 77 88-2398 / 11 9

PAY TO THE ORDER OF Jackson's $ 50.00

Fifty and no/100 DOLLARS

HOME TOWN BANK
Your Town, Texas

MEMO glasses George Jones

⑈9169⑈2398⑆ ⑈218⑈231⑈7⑈

D. Traveler's Checks - List three steps a cashier should take when accepting a traveler's check.

1.

2.

3.

UNIT IV-B

CASHIER

ASSIGNMENT SHEET #7--THE TRAINING STATION's POLICY ON CHECKS

Directions: Ask the manager about the restaurant's policy concerning the following:

A. Cashing checks without a purchase being made

B. Cashing checks for money over the amount of purchase

C. Identification required for cashing a check

D. Store rules concerning limits on the amount a check may be written for and restaurant policies on out-of-town, government, and payroll checks.

E. Other policies:

UNIT IV-B

CASHIER

INFORMATION SHEET #4--GUARDING AGAINST THEFT

I. Counterfeit bills

A. Some businesses may hold the employee responsible for accepting counterfeit money

B. There are ways of detecting counterfeit bills

1. Hairlines on portraits may blend into the background

2. Points around the colored seal may not be clear and sharp

3. Crisscross lines on the border are often not clear and distinct

4. Serial numbers may be out of line, poorly spaced, or printed too light or dark

5. The color of a bill may be too light or dark

6. Bills will often appear to be too clean, stiff, or thick

7. Compare any unusual bill to another bill of the same denomination

C. Pictures on different denominations

1. $1--Washington

2. $2--Jefferson

3. $5--Lincoln

4. $10--Hamilton

5. $20--Jackson

6. $50--Grant

II. Shortchange artist

A. Cheats cashier by using confusion or distraction

B. Interrupts the cashier while making change and asks for change in a different denomination

C. Rushes the cashier and also may want to purchase something from the display counter.

Example: The cashier may be given a bill for payment after the change has been returned. The customer may then change a combination of bills and coins to a lesser amount and then ask for his bill to be returned as the lesser change is handed back to the cashier. During the exchange the cashier is cheated.

D. Ways to avoid shortchange artist

1. Ask a customer to wait and then finish the transaction to avoid being confused and distracted
2. Do not argue with customers
3. Have the customer's money in your hand before giving any change even if the customer asks for change several times
4. Always call <u>out</u> <u>loud</u> the denomination of the bill the customer hands you
5. Close the cash drawer and contact the supervisor if total confusion occurs

III. Money manipulation

A. Split bills

Example: A $1 bill and a $10 bill may be separated by a special process and then the sides of the two bills interchanged. This would produce two bills, each having a ten side and a one side. The manipulator will then pass the two changed bills which originally were worth $11 for $20 worth of merchandise.

Another method is to cut bills in half and attach the right half of a large bill to the left half of a small bill. The bills are then passed with a stack of the larger bills.

B. Marked bills

Example: A person may buy something inexpensive with a $10 bill which is marked with an easily identified mark or a torn corner. The person receives the change and leaves. The partner then comes along, buys something inexpensive with a dollar bill, and then argues that it was a $10 bill given to the cashier. The manipulator proves it by identifying the mark or torn corner on the bill. The cashier looks into the cash drawer, finds the bill that meets the description, and gives the second manipulator $9 more in change.

C. Preventing money manipulation

1. Examine both sides of a bill

2. Look for unusual markings

3. Casually or humorously let the person know you found a marking on the bill

4. Do not place money in the cash drawer until the customer has indicated correct amount of change was received.

5. Place any marked bill under the cash drawer tray

IV. Robberies

A. Be quick to notice strange cars parked near the front or rear entrance of the business, especially if the motor is running

B. Do what a robber says without arguing

C. Remember the robber's description

1. Age
2. Nationality
3. Height
4. Weight
5. Build
6. Sex
7. Complexion
8. Eyes and hair colors
9. Clothing
10. Voice
    a. low
    b. high
    c. lisp
    d. accent
11. Tattoos
12. Scars
13. Limp
14. Type of weapon

D. Get the license number and make of the car

UNIT IV-B

CASHIER

ASSIGNMENT SHEET #8--DEALING WITH COUNTERFEIT BILLS, SHORTCHANGE ARTISTS, MONEY MANIPULATORS, AND ROBBERS

Directions: Answer each of the following questions in the space provided. Ask experienced cashiers or managers for additional information.

A. A customer gives you a $10 bill for payment. What are 4 things a cashier can look for to determine if it is counterfeit?

B. Name the person whose picture will be found on the following bills

1. $1
2. $2
3. $5
4. $10
5. $20
6. $50

C. List 2 ways a shortchange artist cheats a cashier

1.

2.

D. How should a cashier handle a shortchange situation?

E. List 4 ways to guard against money manipulators

1.

2.

3.

4.

F. List 2 things a cashier should do in case of a robbery

1.

2.

UNIT IV-B

CASHIER

INFORMATION SHEET #5--RESPONSIBILITIES

I. Opening duties

A. Obtain change for the cash register

(Note: Get enough bills to complete your shift.)

B. Count the money to be used for change and make sure the amount is correct before accepting it

C. Separate the bills and coins into the proper places

D. Fill the automatic change maker if one is used

E. Allow enough time for setting up the cash register so there will not be any delays for the customers and the cashier can look relaxed

II. Closing duties

A. Balance the register by counting the cash and the sales checks

B. For safety, don't count the money within public view

C. Never leave money unguarded

D. Separate money by denominations

E. Count and record the amounts on the balance sheet

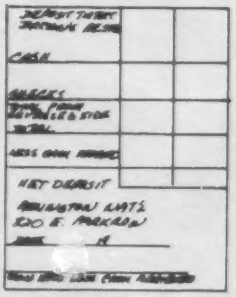
F. Subtract the amount of money you began with from the amount in the cash register

(Note: The difference should equal the total of the sales receipts.)

G. Prepare any reports required by management

H. Prepare a deposit slip

(Note: See illustration.)



I. Place the money in a safe place or give it to the manager for safekeeping

III. Other cashier duties

A. Sells items at display counter such as candy, gum, and cigarettes

B. Keeps counter stocked with items sold

C. Keeps counter clean and neatly arranged

D. Answers phone calls and takes proper action

(Note: Review information sheet on telephone etiquette.)

E. Knows prices of all items sold at the counter

F. Handles complaints courteously

G. Assists with payroll when required

H. Assists with writing up time cards when required

UNIT IV-B

CASHIER

ASSIGNMENT SHEET #9--OPENING AND CLOSING DUTIES

A. Write true or false in each blank by the following statements. If the statement is false, explain why.

____1. It is the manager's job to obtain the change bank for the cash register at the beginning of each shift.

____2. The cashier must count the money to be used for change and make sure it is correct.

____3. The cashier should arrive in time to set up the cash register in order to leave work early.

____4. Count the money (shift or day's receipts) in public view to impress people.

____5. When closing out a cash register, separate money according to denominations, then count and put it under the counter for the next shift.

____6. By subtracting the amount in the money bank from the total amount in the cash register, the amount of sales will be known.

____7. It is the duty of the cashier to fill the automatic change maker, if one is used.

____8. It is not the duty of the cashier to prepare any reports.

B. List the duties of the cashier other than regular opening and closing duties. Include any not listed on the Information Sheet #4.

UNIT IV-B

CASHIER

INFORMATION SHEET #6--THE CASH REGISTER

I. Operation of the cash register

A. Detailed instructions on how to operate the training station's cash register are given by the management

B. The cash register is an expensive and delicate machine, so handle it carefully

Example: The cost of a National Cash Register is around $4,500.

C. Most cash registers have several types of keys

1. Numerical keys for registering the amount

2. Lettered keys, which often record the person operating the register and the kind of purchase

3. Special keys for registering cash received, cash paid out, no sales, and voids

D. Each sale is printed on a roll of paper called the detail or audit tape

E. The detail tape permits an accurate reading of the amount at the end of the day minus the amount of the reading at the beginning of the day or shift

F. Some cash registers will print a receipt for the customer, with the amount of the purchase, change returned, and date included.

G. The cash register has a cash drawer for money and may also be connected to an automatic change maker

1. An amount of change up to $1 can be made

2. Keys are pressed to release the exact amount of change

3. The change travels to a metal cup for the customer to remove

4. The cashier must keep the change maker filled

H. Cashiers usually have to account for sales and voids

I. The reading or proving at the end of the day must equal the cash in the drawer minus the amount of cash begun with, cash paid out, and charges.

II. Arranging the cash drawer

A. A cash drawer has two rows with sections for various denominations

B. Personal checks are kept in the back row on the left hand side or under the cash tray

C. Registers have divisions on the back row for bills

D. All bills are placed with the pictures on top and facing the same direction

E. In the front of the drawer are divisions for coins such as pennies, nickels, dimes, quarters, and half-dollars

F. No special division is usually made for silver dollars

Examples:

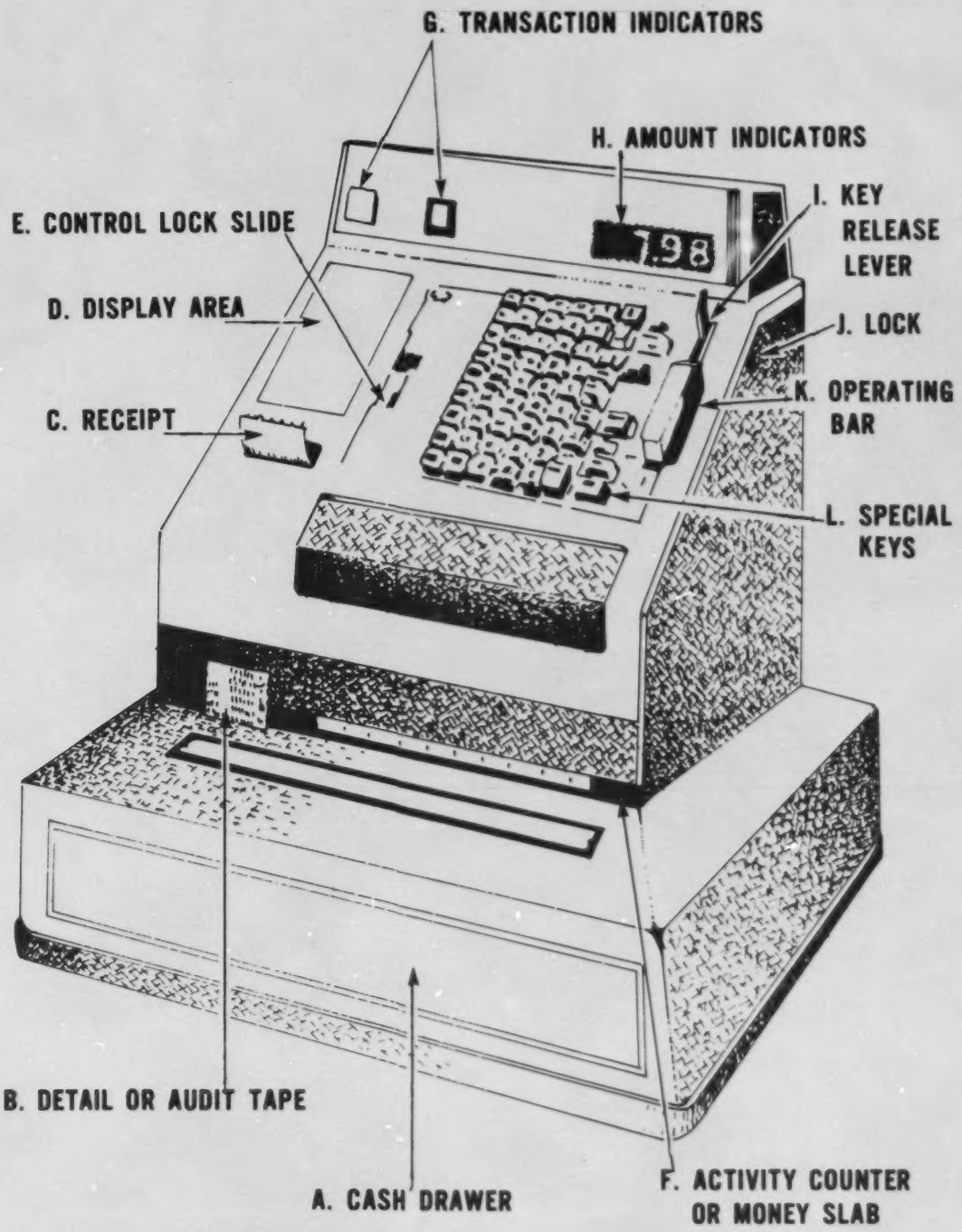
1.

50¢	$10	$5	$1
25¢	10¢	5¢	1¢

2.

	$20	$10	$5	$1
50¢	25¢	10¢	5¢	1¢

III. Parts of a cash register



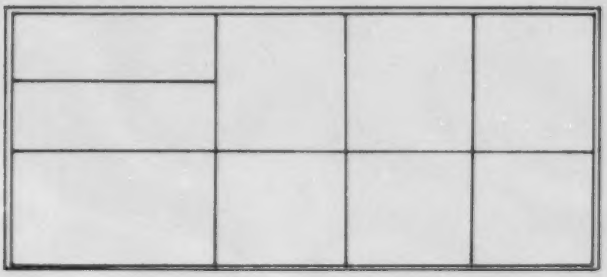
UNIT IV-B

CASHIER

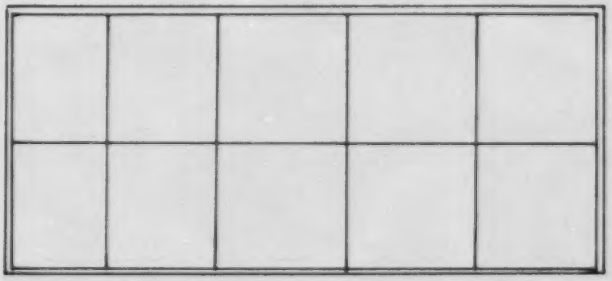
ASSIGNMENT SHEET #10--ARRANGING THE CASH DRAWER

Directions: On the cash drawers pictured below, label each separate space according to the denomination of the bills or coins kept in each. Also indicate where personal checks and larger bills are kept.

A.



B.

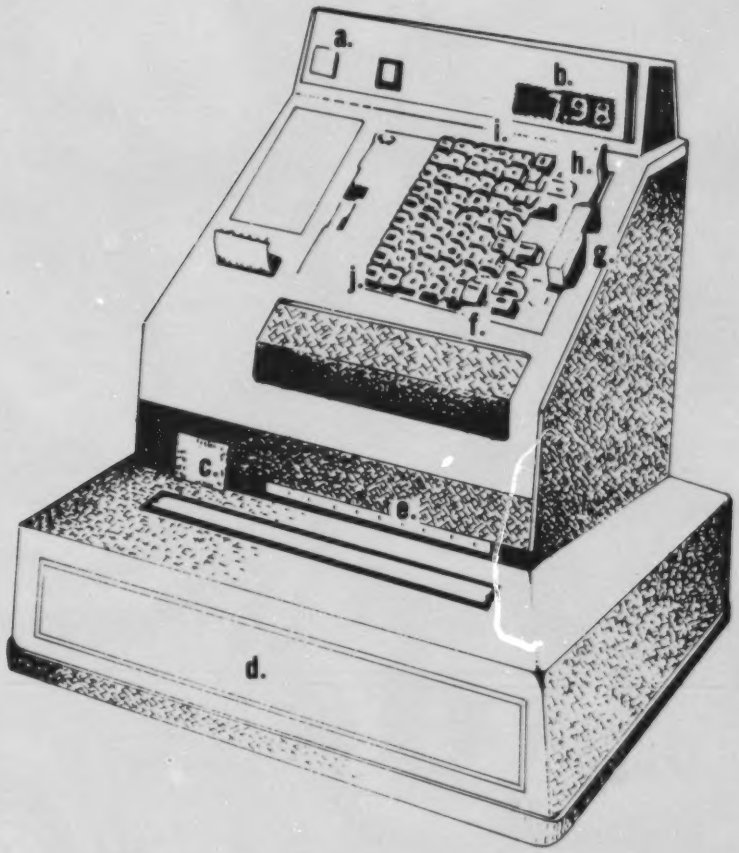


UNIT IV-B

CASHIER

ASSIGNMENT SHEET #11--IDENTIFYING THE PARTS OF A CASH REGISTER

Directions: Label the parts of the cash register shown below by writing the name of each by the correct letter.



a. _____ f. _____

b. _____ g. _____

c. _____ h. _____

d. _____ i. _____

e. _____ j. _____

UNIT IV-B

CASHIER

ASSIGNMENT SHEET #12--OPERATION OF THE CASH REGISTER

Directions: Fill in the blanks with the correct word or words.

A. 1. An employee can usually get detailed instructions from the _____ on how to operate the cash register.

2. The cash register is an _____ and _____ machine and should be handled with care.

3. Most registers have _____ keys, _____keys, and _____ keys to complete a purchase.

4. The _____ permits an accurate reading at the end of the day or shift, minus the reading at the beginning of the day or shift.

5. Some registers will print a receipt with _____, _____, and _____.

6. Voids (over-ring, under-ring) and sales usually have to be accounted for by _____.

7. The automatic change maker will deliver amounts of change up to _____.

8. It is the job of the _____ to keep the automatic change maker filled.

B. 1. What problem could arise if a cashier is not alert when using the automatic change maker?

2. How should bills be returned to the customer?

3. How should bills be placed in cash register?

UNIT IV-B

CASHIER

ASSIGNMENT SHEET #13--BALANCING THE CASH REGISTER

Directions: After reading the instructions and looking over the example balance sheet below, complete the balance sheet on the following page.

The cash register has $130.00 in it, and there should be $55.00 worth of totaled customer tickets. Count all the cash on hand and record the amount. Total all the tickets or read the sales tape on the cash register and then subtract the amount of sales from the cash on hand. Compare this difference of the two amounts with the amount of cash that was in the register before any sales were received. If the two amounts are the same, the register balances.

Example:

Balance Sheet

Original change bank = $ 75.00
Total cash on hand after sales = $130.00

Coins

Half-dollars	$15.50	Ones	$28.00
Quarters	19.00	Fives	25.00
Dimes	8.30	Tens	10.00
Nickles	3.50	Twenties	20.00
Pennies	.70		
	$47.00		$83.00 = $130.00

Total cash on hand	$130.00
Change bank	- 75.00
	$ 55.00

Total customer sales = $55.00

Double Check

Change bank	$ 75.00
Total customer sales	+ 55.00
	$130.00

Balance Sheet

Original change bank		$75.00	
Total cash on hand after sales		_____	(a)
Coins		**Bills**	
Half-dollars	$12.50	Ones	$21.00
Quarters	7.25	Fives	10.00
Dimes	3.60	Tens	20.00
Nickels	2.95	Twenties	60.00
Pennies	.23		
	$_____ (b)	+	$_____ (c)
		=	_____ (d)
Total cash on hand		$_____	(e)
Change bank		$75.00	
Total (cash sales)		$_____	(f)
Total customer sales		$_____	(g)

Double Check

Change bank		75.00	
Total customer sales	+	$_____	(h)
		$_____	(i)

UNIT IV-B

CASHIER

INFORMATION SHEET #7--DEALING WITH CUSTOMERS

I. Qualities of a good telephone personality

A. Be pleasant during your conversation

B. Show friendliness toward every person

1. Smile during your conversation

(Note: Smiling will make your voice sound more pleasant.)

2. Apologize for errors or delays

C. Show interest in the person calling

D. Be sincere in any statement you make

E. Give any information you can

F. End the call properly and place the receiver down softly

Example: "Thank you. Have a good day."

G. Politely direct a call to a close after the purpose for the call is completed

(Note: Remember that the caller should close the call.)

II. Procedures for answering and handling a business call

A. Answer promptly when the phone rings

(Note: Have someone answer the phone if you have to be away from the desk.)

B. Identify your restaurant and yourself

C. Handle the call correctly

1. Try to locate the person called

Example: "If you will wait a moment, I will try to locate Mrs. Jones for you."

2. Ask a caller to wait

   Example: "The manager is talking with a customer. May I help you, or would you like for him to call you back?"

3. Offer assistance when possible

   Example: "Mrs. Martin, the manager, is sick today. May I help you?" or "Mrs. Martin should be back at 4 o'clock. Would you like to talk to the assistant manager, Mr. Lopez?"

4. Take a message when the call is for someone not able to come to the phone

   Example: "Mrs. Smith is not here right now. May I take a message?"

   a. Have a pencil, pad, and calendar at hand

   b. Make notes on information as given

   c. Write neatly

   d. Ask politely to have information repeated if you could not understand

   e. Repeat the recorded information to be sure it is correct

      (Note: Spelling, telephone numbers, dates, figures, etc.)

5. Ask a person to hold if you are busy with a customer

   Example: "Hello, this is the Harvey's Restaurant. Will you hold, please?"

   a. Depress the "Hold Button" to put a person on hold

   b. Get the person's attention when you return to the phone

      Example: "I'm sorry for making you wait; may I help you."

   c. Offer the caller a choice of waiting or being called back, if you are going to be busy for several minutes

6. Transfer a call to the proper person when necessary

   Example: "I'm sorry, Mr. Jordan in our office makes all reservations. May I transfer your call?"

III. Handling complaints

   A. Listen

   B. Apologize for any inconvenience

   C. Do not argue

   D. Thank the customer for bringing the matter to your attention

   E. Call the manager when you think you cannot handle the situation

UNIT IV-B

CASHIER

ASSIGNMENT SHEET #14--USING THE TELEPHONE CORRECTLY

Directions: Select one of the following situations to role-play on a mock telephone before the class. Demonstrate correct usage of the telephone in handling the situation. Have the class fill out the check sheet on the next page.

1. The manager is talking on another phone when you receive a phone call requesting to speak to the manager. Take necessary action

2. The manager is out of town and will be gone for several days. Take necessary action.

3. The manager is gone for the day. Take necessary action.

4. Caller requests information on reservations. Take necessary action.

5. Caller requests information that only the manager would have and manager is in an office with an extension. Take necessary action.

6. Caller requests directions on how to get to the restaurant. Take necessary action.

7. Caller requests to speak to a customer in the restaurant. Customer cannot be located. Take necessary action.

8. The telephone rings while you are busy with a customer. Take necessary action.

TELEPHONE USAGE CHECK SHEET

Directions: While observing each role-playing situation, mark yes or no for each of the following statements. Mark a line through any yes or no blocks that do not apply to a situation.

Situations / Response	1		2		3		4		5		6		7		8	
	yes	no	yes	no	yes	no	yes	no	yes	no	yes	no	yes	no	yes	no
1. Answered phone promptly																
2. Identified restaurant																
3. Gave caller a choice of waiting or being called back																
4. Offered assistance or referred call to another person who could assist																
5. Explained situation to caller																
6. Stated when manager might be reached																
7. Had necessary pad and pencil at hand																
8. Offered to take a message																
9. Made notes as information was given																
10. Wrote legibly																
11. Politely asked caller to repeat information not clearly understood																
12. Verified accuracy of spelling, phone numbers, dates, or figures																
13. Depressed Hold Button during an interruption																
14. Politely attracted attention when resuming a call																
15. Expressed regret for interruption																
16. Used a pleasant voice																
17. Was courteous																
18. Tactfully closed conversation and quietly hung up receiver																

UNIT IV-B

CASHIER

ASSIGNMENT SHEET #15--HANDLING COMPLAINTS

Directions: Explain in writing or role-play how you would handle each of the following situations.

1. A customer complains about the service received at the table.

2. After receiving the change, the customer complains about the change being incorrect. The cashier sees the error made.

3. A customer calls in a complaint about becoming sick from food that was eaten at the restaurant.

UNIT IV-B

CASHIER

UNIT TEST--PART 1

Match the terms associated with the cashier to the correct definition by writing the correct number in each blank.

____a. Being thoughtful and courteous of others' feelings in handling various situations.

____b. Ability to handle situations easily and calmly

____c. Productivity without waste

____d. A peculiar and often bothersome characteristic or action of a person which is usually done unknowingly

____e. Being careful and watchful

____f. People who control and give directions at a training station

____g. A help or advantage

____h. Correct

____i. Neat and readible

____j. Figure a check or amount

____k. A business deal in which satisfactory exchanges are made

____l. A machine which will operate or perform a certain function on its own

____m. Makes change automatically when the proper keys are pushed

____n. Value or size of a piece of money

____o. Checks given by the customer to pay for service

1. Proving
2. No-sale key
3. Detecting
4. Tactful
5. Void key
6. Accurate
7. Artist
8. Poise
9. Counterfeit bill
10. Credit card
11. Detail tape
12. Denomination
13. Alert
14. Shortchange artist
15. Mannerisms
16. Legible
17. Reproduction
18. Asset
19. Serial number
20. Manipulate
21. Efficiency

____p. Numbers on bills to identify them

____q. Amount of money put in the cash register at the start of the day or shift

____r. The record of transactions, number of customers, and date

____s. The part of a cash register which allows the cashier to change the amount shown on a register when an error has been made

____t. The part of the register used to open the cash drawer without adding or taking away from the amount in the cash drawer

____u. A card allowing a customer to charge or delay payment on purchases made

____v. A copy of the original

____w. A person who is a master of a particular skill

____x. To handle by an artful or unfair method for self-benefit

____y. Money made by an individual but not approved by the U.S. government

____z. To discover or find out about something

____aa. A person that is an expert in cheating the cashier by confusion and distraction

____ab. To check for correctness of amounts of money

22. Compute
23. Change bank
24. Personal check
25. Transaction
26. Management
27. Automatic
28. Change maker

UNIT IV-B

CASHIER

UNIT TEST--PART 2

1. Point out the correct ways of displaying proper work attitudes by answering true or false to each of the following statements

   ____a. Be courteous and considerate in order to get along successfully with customers

   ____b. Be dishonest in dealing with the customer when you can make extra money for the restaurant

   ____c. Learn to be tactful and thoughtful when speaking to customers

   ____d. Be pleasant except when the customer is not

   ____e. Speed is important but not accuracy

   ____f. Thank the customers in a pleasant manner and ask in a pleasant manner if they were satisfied with the meal

   ____g. Show pride in your job

2. Select the correct ways of making your appearance fit your job by circling the word that best completes each statement below

   a. Be clean and (untidy, neat)

   b. Manicure your (hands, hair)

   c. Avoid (attractive, flashy) clothing, jewelry, or nail polish

   d. Smile (friendly, seldom) and have a plesant manner to make the customer relaxed

   e. Be (alert, droopy) at all times because you can always be seen by the customer

   f. Use (good, bad) posture instead of looking tired and droopy

   g. If an error is made (don't apologize, apologize)

   h. Offensive mannerisms should be (avoided, ignored)

UNIT IV-B

CASHIER

UNIT TEST--PART 3

1. Select the proper sequence for receiving payments and making change by numbering each of the steps below. You should number 1 through 12

____a. Count out the correct change into your own hands

____b. Thank the customer

____c. Give the customer an appropriate greeting

____d. File the customer's bill

____e. Look over the restaurant check for errors

____f. Close the cash drawer

____g. Look at the customer and state the amount of the check and then the amount of money the customer gave you

____h. Hand the customer the bills face up

____i. Place the restaurant check to one side or on the money slab

____j. Place the customers money in the cash drawer

____k. Record the amount of the restaurant check on the cash register

____l. Count the change back to the customer out loud beginning with the amount of the check

2. Explain the use of credit cards in restaurants by answering each of the following questions

a. Customers use credit cards because: (Give 2 uses)

(1)

(2)

b. Credit cards commonly used in restaurants are: (Write yes or no by each)

____(1) Sears

____(2) VISA

____(3) Master Charge

____(4) Exxon

____(5) Diner's Club

____(6) American Express

____(7) Penney's

____(8) Carte Blanche

C. General rules for accepting credit cards are:
(Place a "√" in front of each correct statement)

____(1) All places honor all credit cards

____(2) Usually accepted credit cards are displayed on the door of the restaurant or at the cash register

____(3) The cashier should find out from the manager which credit cards are accepted

D. The procedure for processing a credit card is:
(Number the steps 1 through 15 in the proper order)

____(1) Place the customer's credit card face up in the machine

____(2) Return the card to the customer

____(3) Remove the slip and card from the machine

____(4) Write a description of the sale and the amount of each charge, including sales tax and total, in the correct place on the form

____(5) Move the handle across the machine and back to the original position

____(6) Ask the customer if a credit card will be used to pay the bill

____(7) Obtain the card from the customer

____(8) Determine if the credit card is one accepted by the restaurant

____(9) Place the sales slip face up in the machine over the credit card

____(10) Have the customer sign the slip

____(11) Thank the customer when the transaction is completed

____(12) Compare the signature against the credit card signature

____(13) Give the customer a copy of the sales slip

____(14) Write the date of sale or set the machine so that it will print the correct date on the charge slip

____(14) Place the original and other copies in the cash drawer or any special file

3. Point out the correct rules to follow in handling personal checks by placing a "✓" in front of each correct statement below

____a. Be familiar with company policy

____b. Checks may be written in pencil or ink

____c. Date is not important on checks

____d. The address and phone number of the person must be on the check

____e. The amount of the check can be written in words or numbers

____f. Have the customer initial any corrections made on the check

____g. Approve checks yourself when the management is not near

____h. Forcefully ask for identification

____i. Do not accept checks marked "For Deposit Only"

____j. The account numbers on a check mean nothing

____k. Company checks should have the name typed on the front

4. Point out the correct rules to follow when handling traveler's checks by placing a "✓" in front of each correct statement below

____a. Have the customer sign the check in your presence

____b. Have the customer sign the check again if it has already been signed

____c. Compare the customer's signature with the signature made at the time the check was purchased at the bank

UNIT IV-B

CASHIER

UNIT TEST--PART 4

1. Explain how a cashier can detect counterfeit bills

2. Name the methods a shortchange artist uses to cheat the cashier and describe the ways to prevent being short-changed

3. Describe the methods a person uses to manipulate money from the cashier and explain how to prevent this

4. Point out the correct procedures to follow if your restaurant is being robbed by writing true or false to each statement below

____a. Look for parked cars near the front or rear entrance of the restaurant

____b. Argue with a robber in order to stall

____c. Remember the robber's description

____d. Get the license number and make of the car

UNIT IV-B

CASHIER

UNIT TEST--PART 5

1. Point out the opening duties of a cashier by placing a "✓" in front of each

   ____a. Obtain cash for the cash register

   ____b. Watch the manager count the money to be used for change and then put it in the cash drawer

   ____c. Put all the bills in the same stack and the coins in the same part of the drawer

   ____d. Fill the automatic changer if one is used

   ____e. Allow enough time to set up the cash register

2. Point out the closing duties of a cashier by placing a "✓" in front of each

   ____a. Balance the register by counting the cash and the sales checks

   ____b. Count the money in public view so you will not be accused of stealing

   ____c. Never leave money unguarded

   ____d. Separate money into change and bills

   ____e. Have someone in the restaurant record the amounts on the balance sheet

   ____f. Prepare any reports and the deposit slip if required by the management

   ____g. Leave the money on the counter for the next day

   ____h. Prepare a deposit slip

3. Point out additional responsibilities of the cashier during the day by placing a "✓" in front of each

   ____a. Check on the kitchen help

   ____b. Sell items at the display counter

____c. Keep counter stocked with items sold

____d. Keep counter clean and neatly arranged

____e. Answer phone calls and refer them to the manager

____f. Sells items at the counter for higher prices

____g. Handle complaints courteously

____h. Assist with the payroll

____i. Assist with time cards

UNIT IV-B

CASHIER

UNIT TEST--PART 6

1. Explain the operation of the cash register by circling the word (or words) which best completes each statement

   a. Detailed instructions on how to operate the cash register should be given by the (cook, manager)

   b. The cash register is an (expensive, inexpensive) and delicate machine so handle it carefully

   c. Most cash registers have three types of keys which are (numerical, symbol, lettered, alphabetical, and special)

   d. Each sale is printed on a roll of paper called the (print out, audit tape)

   e. The detail or audit tape permits an accurate reading of the amount at the end of the day (minus, plus) the amount of the reading at the beginning of the day

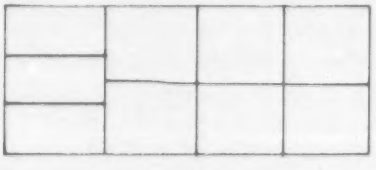
   f. Some cash registers will print a receipt for the customer with the amount of purchase, change returned, and the (type of food bought, date)

   g. The cash register has a cash drawer for money and may also be connected to a (computer, automatic change maker)

   h. (Management, cashiers) have to account for sales and voids

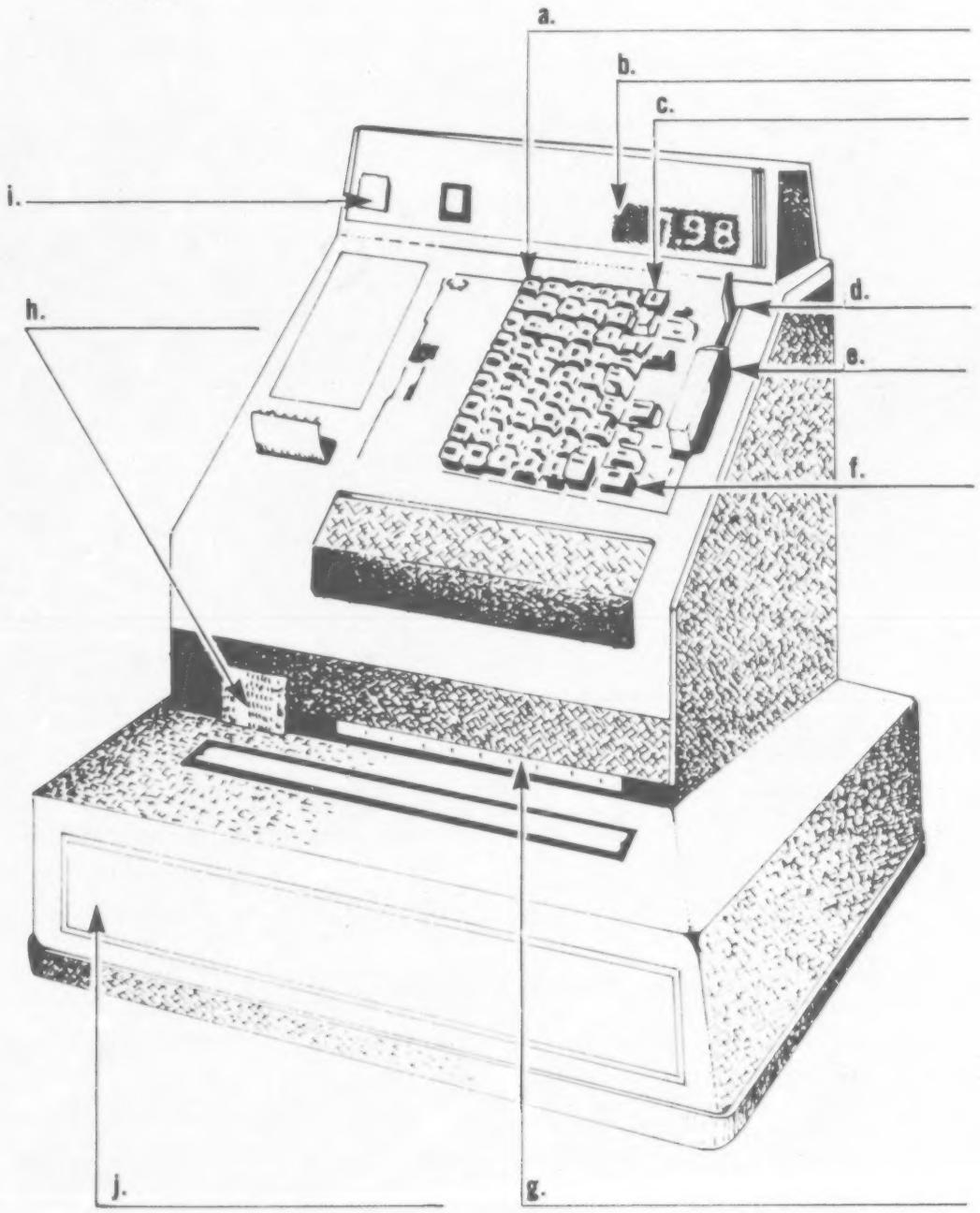
   i. The proving at the end of the day must equal the cash (in the drawer, on the tape) minus the amount of cash begun with, cash paid out, and charges

2. Correctly arrange cash in each of the different types of cash drawers by writing the denomination of money that goes in each slot

   a. 

   b.

3. Identify each of the parts of a cash register by writing each of the parts listed below in the correct blank.



UNIT IV-B

CASHIER

UNIT TEST--PART 7

1. Select the qualities of a good telephone personality by answering yes or no to each of the following statements

   ____a. Be pleasant only if the person you are talking to is pleasant

   ____b. Show friendliness toward every person

   ____c. Try not to show an interest in the person calling

   ____d. Be sincere with any statement you make

   ____e. Offer no information to a caller

   ____f. Try to talk to callers as long as they will keep talking

   ____g. Politely direct a call to a close after the purpose for the call is completed

2. Point out the correct procedures for answering and handling a business call by rewriting each statement below so that it will give the correct procedure

   a. Allow the phone to ring several times before answering

   b. Don't tell the person calling who you are or the name of the restaurant

   c. Handle incoming calls harshly so people will not be calling and bothering the restaurant

3. Identify the correct methods of handling complaints by placing a "✓" in front of each

   ____a. Don't listen to a complainer; hang up

   ____b. Apologize for any inconvenience

____c. Try to argue out of the situation

____d. Thank the customer for bringing the matter to your attention

____e. Never bother the manager with a complaint, even if you can't handle it